

## SENIOR CIVIL RIGHTS INVESTIGATOR

### NATURE OF WORK

This is advanced technical work processing complaints alleging discrimination in employment, housing and public accommodations.

Work involves the responsibility for performing both field and office work in the intake, investigation and conciliation of discrimination complaints, and informing concerned parties on matters concerning policies and procedures relative to the filing and processing of Equal Opportunity complaints. Work involves the application of standard practices to intake, investigation and conciliation work both within and outside the municipal government structure. Although new or unusual circumstances are usually referred to the Equal Opportunity Officer for advice and assistance, work is ordinarily performed independently following established departmental regulations and investigatory methods. This position reports to the Equal Opportunity Officer who assigns, reviews and approves work for program effectiveness and conformance with established laws and policies through review of records, reports, regulations and legal precedents. Supervision may be exercised over subordinate employees.

### EXAMPLES OF WORK PERFORMED

Assists the Equal Opportunity Officer in conciliation and pre-determination settlement conferences with aggrieved parties and respondents.

Assists in the formulation of recommendations on policy matters to be made to the Human Rights Commission; participates in conferences and assists in carrying out the goals of the Commission.

Conducts intakes, conciliations and investigations concerning complaints of discrimination based on established law; obtains factual evidence; explains the policies and procedures involved in the filing and processing of Equal Opportunity complaints; and explains current civil rights law.

Documents factual evidence of investigated discrimination complaints as raised by the charging party and respondent; presents evidence to the Equal Opportunity Officer who, in turn, presents evidence to the Commission on Human Rights; prepares investigative reports with recommendations concerning the findings of the investigations to the Equal Opportunity Officer.

Conducts educational programs for interested groups concerning issues of discrimination; prepares, edits, selects, assembles, and distributes educational material on these issues.

Performs related work as required.

### DESIRABLE KNOWLEDGES, ABILITIES AND SKILLS

Thorough knowledge of the psychological and social forces involved in the integration of disadvantaged groups into the economy and culture of a community.

Considerable knowledge of federal, state, and local civil rights laws.

Ability to apply legal premises to a fact situation in order to arrive at a conclusion of law.

Ability to maintain objective standards in the evaluation and handling of assigned work projects.

Ability to listen and interview persons and issue relevant reports on the same.

Ability to collect and analyze information, evidence and data and prepare reports on the same.

Ability to effectively express facts or ideas both orally and in writing.

Ability to establish and maintain effective working relationships with co-workers, government agencies, complainants, respondents and the general public.

#### DESIRABLE TRAINING AND EXPERIENCE

Graduation from an accredited four year college or university with major course work in sociology, psychology, human relations or related field, and experience processing complaints alleging discrimination in employment, housing and public accommodations.

Additional experience may be substituted for a portion of the desirable educational requirement.

#### MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent supplemented by two years advanced training in the social sciences plus some experience processing complaints alleging discrimination in employment, housing and public accommodations or any equivalent combination of training and experience which provides the desirable knowledges, abilities and skills.

4/82

Revised 7/95

PS2254